

Thank-you for the opportunity to comment.

I have been a customer of SBC/PacBell many times over the last ten years, both as a consumer and as a business IT mgr. Their near-monopoly position is clearly evident in the poor quality of service they consistently (don't) deliver, and in their poor service recovery. As an example I would point out that as recently as six weeks ago, my home number started ringing at somebody else's house (and vice-versa), and it took three phone calls (20 minutes navigating a ridiculous phone tree and waiting on hold each time) and about two weeks as well as two technician visits to repair the problem. As an IT manager, I go through great pains and expense to avoid using SBC for any essential communications infrastructure. Since my business is downtown, I now have the option of using telecommunications facilities from other more capable companies.

I am forced to rely on SBC lines for my home internet if I don't want to use Comcast Cable for my video/media (I choose to use dish service instead). Installing SBC's required Yahoo software completely hijacks a computer, it took me many days of work to undo the damage and their support was unwilling to assist in any way. As a result, I rely on a legitimate customer focused ISP, sonic.net, over SBC DSL for my internet service.

I would strongly encourage you to side with the consumer when considering the important issue of subsidized access.

Thank-you for your consideration,

Jamie Fox